PARTS & SERVICE MANUAL

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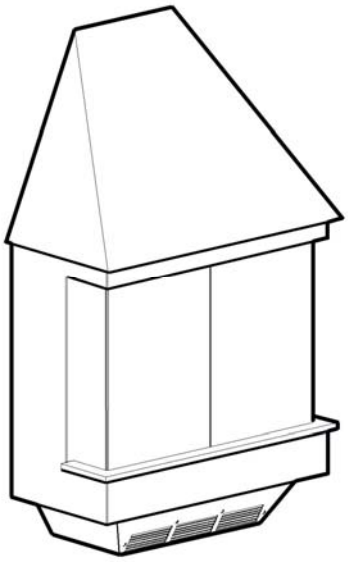
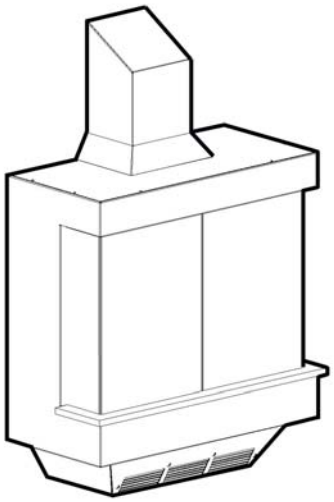
EWM-SS
DFP20-BW1009





Dimplex®

7400300000R01

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OPERATION

A 15 Amp, 120-volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

WARNING: Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons. Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.
Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

The controls are located on the lower right side of the wall mounted electric fireplace. (FIGURE 1)

A. MAIN ON/OFF SWITCH

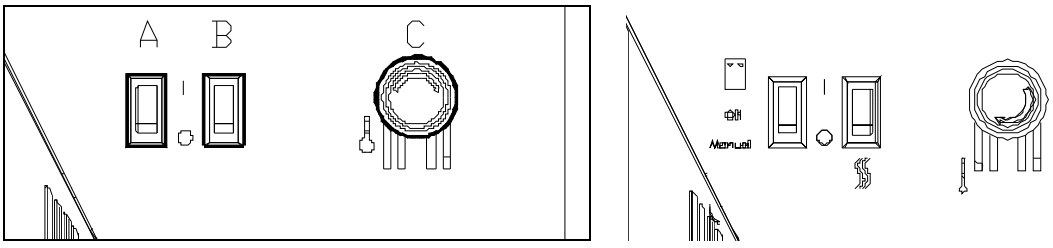
The switch has two ON positions marked with ☐ and "**Manual**". The "**Manual**" position is for manual operation. In this position the built-in remote control is by-passed. The ☐ position is for operating the unit with the provided remote control. When in ☐ position the unit is operated with the ON and OFF buttons of the remote control. When the switch is in the center position the unit is off.

B. HEATER ON/OFF SWITCH

The HEATER ON/OFF SWITCH supplies power to the heater fan and the heater element.

C. HEATER THERMOSTAT CONTROL

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reached the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on. To turn the heater off, switch the HEATER ON/OFF SWITCH to the OFF position.



MOD 0 MOD A

FIGURE 1 (LOWER RIGHT SIDE)

RESETTING THE TEMPERATURE CUTOFF SWITCH

This unit is equipped with a thermostat that controls the temperature of the room. It does this by turning the heater on and off. The heater is protected with a safety device to prevent overheating. Should the heater overheat, an automatic cut out will turn the heater off and it will not come back on without being reset. To reset the temperature cut-off switch turn the main power switch to the OFF position and wait five minutes before switching the unit back on.

CAUTION

If you need to continuously reset the heater, unplug the unit and call Dimplex North America Limited at 1-800-668-6663.

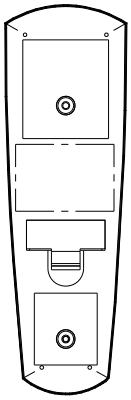
REMOTE CONTROL USAGE

This fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25m); it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of 243 independent frequencies to prevent interference with other units. The frequency code is indicated on the back of the transmitter.

Note: Ensure that the fireplace 3 position switch is set to the remote control setting.
To operate, push the ON button to turn fireplace on, push the OFF button to turn the fireplace off.

BATTERY REPLACEMENT

To replace the battery, slide battery cover open on the hand held transmitter. Correctly install one 12 volt (A23) battery in the battery holder. Close the batter cover.



Remote Control Initialization

This procedure is required every time there is a loss of power to the remote control in the fireplace. (I.e. power failure, breaker tripped, main power switch is turned off)

1. Ensure that power is supplied through main service panel.
2. Locate manual controls.
3. Toggle the main power switch, to the“ ” position.
4. Press ON button located on the remote control transmitter. This will synchronize the remote control transmitter and receiver.

MAINTENANCE

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

LIGHT BULB REPLACEMENT

Allow at least 5 minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are two bulbs under the log set which generate the flames and embers.

TOOL REQUIREMENTS: Slot screw driver

HELPFUL HINTS

It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

LOWER LIGHT BULB REQUIREMENTS: Quantity of 3 – **35 Watt Clear Halogen Lamps**, 120 Volt, G9 base. **DO NOT EXCEED 35 WATTS PER BULB**.

BULB REPLACEMENT

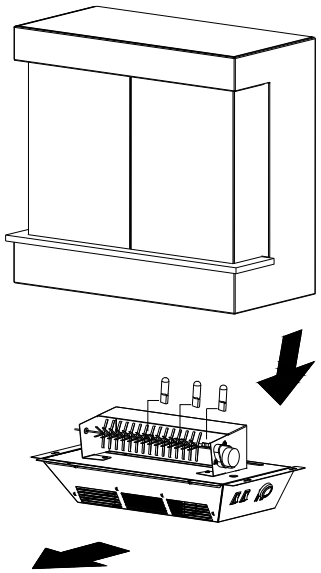


FIGURE 2

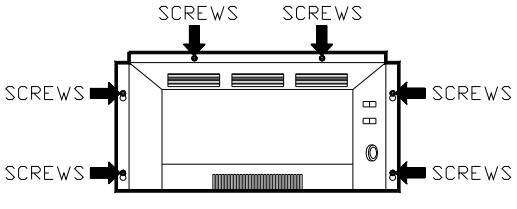


FIGURE 3

1. Unplug the unit from the outlet.
2. Remove the two mounting screws from the bottom front of the heater assembly. (FIGURE 3)
3. Loosen but do not remove the four heater and light assembly mounting screws located on the bottom sides of the wall mounted electric fireplace. (FIGURE 3)
4. Slide the heater and light assembly forward to release it from the bottom of the wall mounted electric fireplace (FIGURE 2).
5. Place heater and light assembly on a flat surface and examine the bulbs to determine which bulb(s) required replacement
6. Remove the burnt out bulb(s) by gently pulling straight out of socket. If bulbs are difficult to remove from socket move the bulb from side to side while pulling being careful not to damage the light socket.
7. Insert new bulb(s).
8. Install the heater and light assembly onto the four mounting screws.
9. Slide the assembly backwards to lock it into position.
10. Tighten the four heater and light assembly mounting screws.
11. Install the two front mounting screws.
12. Plug in the wall mounted electric fireplace.

GLASS CLEANING

The front glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

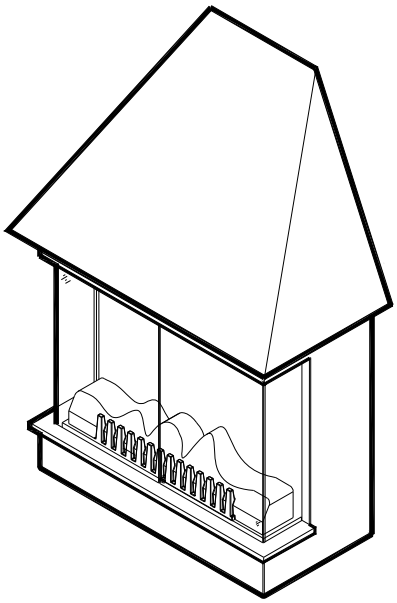
To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

WALL MOUNTED ELECTRIC FIREPLACE SURFACE CLEANING

To remove fingerprints or other marks, the exterior finish can be cleaned with a damp cloth with a mild detergent. The surface should be completely dried with a lint free cloth to prevent water spots**.**

To prevent scratching, do not use abrasive cleaners or spray liquids on any surface.

EXPLODED VIEW



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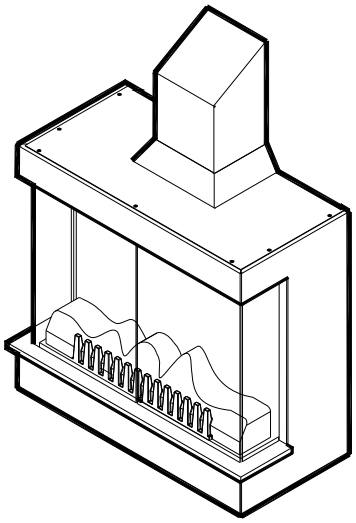

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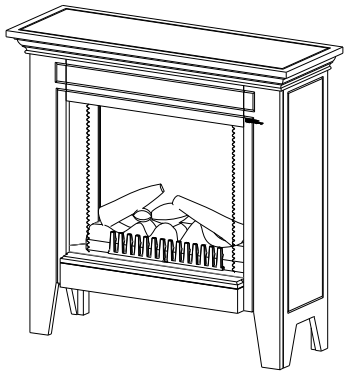

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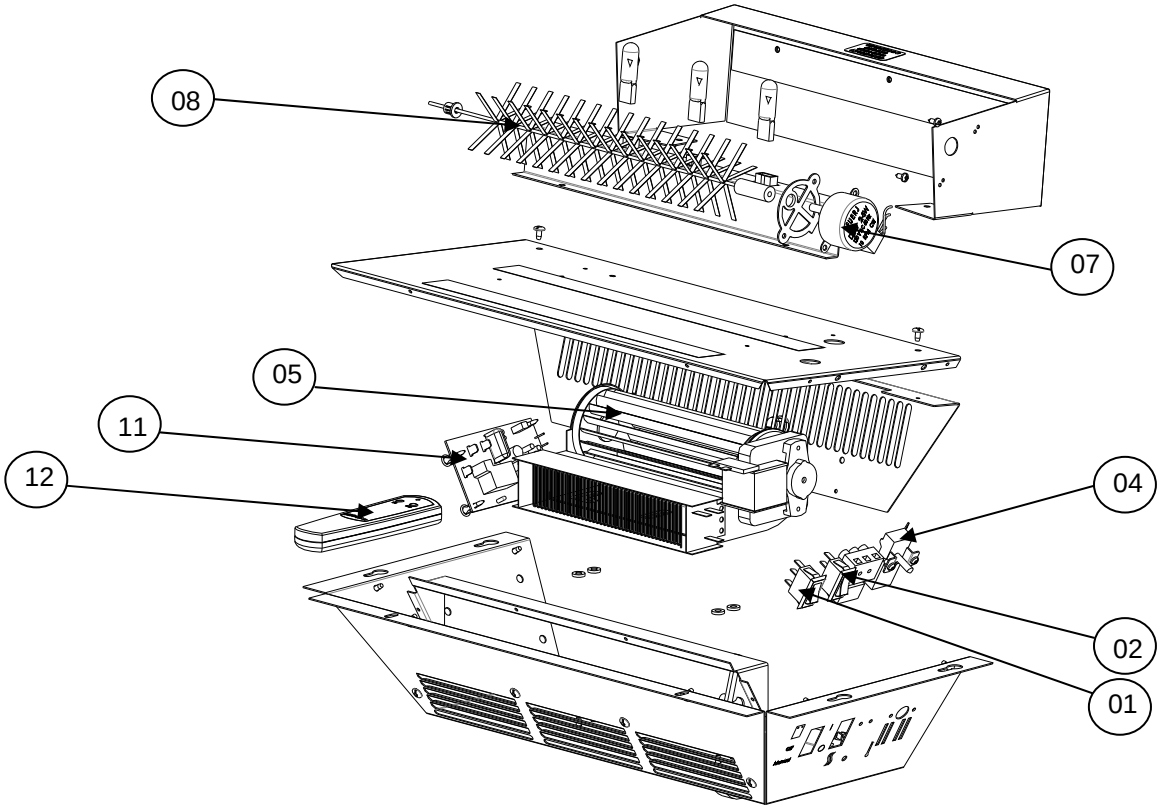
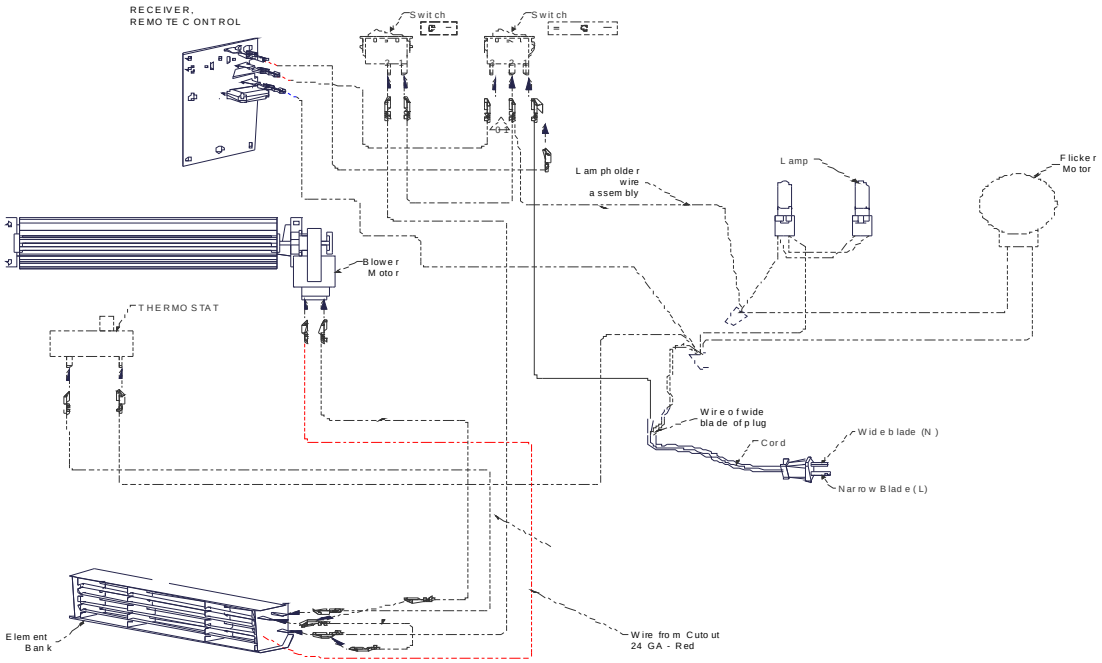


REPLACEMENT PARTS

	Replacement Part	Part Number
1	3-Position Switch (On/Off/Remote)	2800071100RP
2	2-Position Switch (On/Off)	2800070200RP
3	Thermostat Knob	8800000300RP
4	Thermostat	2300150100RP
5	Heater Assembly	2000230100RP
6	Cordset	4100040200RP
7	Flicker Motor – EMC Models	2000140300RP
	DFP Models	2000220100RP
8	Reflector Rod	5900080600RP
9	Lower Light Harness – Incandescent Light (MOD 0)	2500170100RP
	Halogen Light	2500290100RP
10	Grommet	8500260003RP
11	Remote Control Receiver	3000380200RP
12	Remote Control	3000370500RP
13	Partially Reflective Glass	5900210300RP

WIRING DIAGRAM



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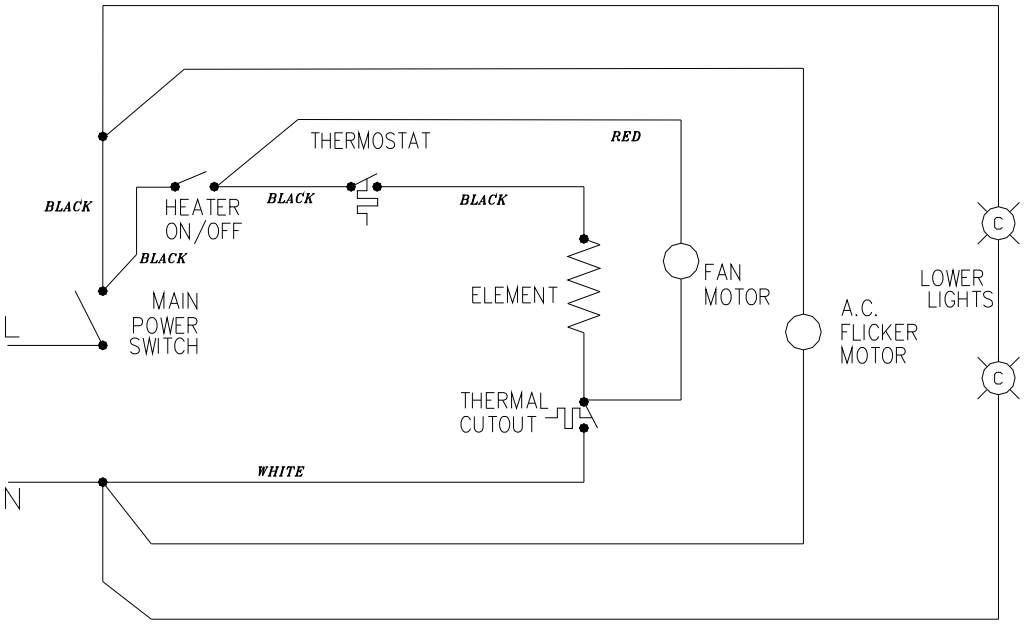


WIRING SCHEMATIC

If the unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

TO REPLACE MAIN ON/OFF SWITCH

1. Unplug the unit from the outlet.

2. Remove the two mounting screws from the bottom front of the heater assembly.

3. Loosen but do not remove the four heater and light assembly mounting screws located on the bottom sides of the wall mounted electric fireplace.

4. Slide the heater and light assembly forward to release it from the bottom of the wall mounted electric fireplace.

5. Place heater and light assembly on a flat surface and remove the six screws from the upper sides and back of the assembly.

6. Separate the flicker motor and light assembly from the lower assembly.

7. Locate the main on/off switch mounted in the lower cover and disconnect the wiring clips and connections noting their original locations.

8. Properly orient the new switch and connect all of the wiring clips and connections.

9. Reassemble in the reverse order as above.

If the unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

TO REPLACE FLAME MOTOR/FLAME ROD

1. Unplug the unit from the outlet.

2. Remove the two mounting screws from the bottom front of the heater assembly.

3. Loosen but do not remove the four heater and light assembly mounting screws located on the bottom sides of the wall mounted electric fireplace.

4. Slide the heater and light assembly forward to release it from the bottom of the wall mounted electric fireplace.

5. Place heater and light assembly on a flat surface and remove the six screws from the upper sides and back of the assembly.

6. Separate the flicker motor and light assembly from the lower assembly.

7. Locate and disconnect the wiring connections for the flame motor noting their original locations.

8. Remove the flame motor mounting bracket screws and pull the assembly out of the mounting bracket.

   NOTE: When removing the flame motor some damage may occur to the flame rod. If flame rod is damaged replace to insure proper operation.

9. To remove the flame rod attach needle nose pliers to the spring on the motor shaft and pull while rotating in the same direction of the spring winding.

10. To replace the flame rod attach needle nose pliers to the flame rod spring and push onto the flame motor shaft while rotating in the same direction of the spring winding.

11. Properly orient the flame motor and connect all of the wiring clips connections in their original locations.

12. Reassemble in the reverse order as above.

If the unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

TO REPLACE HEATER ON/OFF SWITCH

1. Unplug the unit from the outlet.

2. Remove the two mounting screws from the bottom front of the heater assembly.

3. Loosen but do not remove the four heater and light assembly mounting screws located on the bottom sides of the wall mounted electric fireplace.

4. Slide the heater and light assembly forward to release it from the bottom of the wall mounted electric fireplace.

5. Place heater and light assembly on a flat surface and remove the six screws from the upper sides and back of the assembly.

6. Separate the flicker motor and light assembly from the lower assembly.

7. Locate the heater on/off switch mounted in the lower cover and disconnect the wiring clips and connections noting their original locations.

8. Properly orient the new switch and connect all of the wiring clips and connections.

9. Reassemble in the reverse order as above.

If the unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

TO REPLACE HEATER ASSEMBLY

1. Unplug the unit from the outlet.

2. Remove the two mounting screws from the bottom front of the heater assembly.

3. Loosen but do not remove the four heater and light assembly mounting screws located on the bottom sides of the wall mounted electric fireplace.

4. Slide the heater and light assembly forward to release it from the bottom of the wall mounted electric fireplace.

5. Place heater and light assembly on a flat surface and remove the six screws from the upper sides and back of the assembly.

6. Turn the heater and light assembly over and remove the four heater mounting screws.

7. Separate the flicker motor and light assembly from the lower assembly.

8. Locate the heater assembly and disconnect the wiring clips and connections noting their original locations.

9. Properly orient the heater assembly and connect all of the wiring clips and connections.

10. Reassemble in the reverse order as above.

If the unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

TO REPLACE HEATER THERMOSTAT CONTROL

1. Unplug the unit from the outlet.

2. Remove the two mounting screws from the bottom front of the heater assembly.

3. Loosen but do not remove the four heater and light assembly mounting screws located on the bottom sides of the wall mounted electric fireplace.

4. Slide the heater and light assembly forward to release it from the bottom of the wall mounted electric fireplace.

5. Place heater and light assembly on a flat surface and remove the six screws from the upper sides and back of the assembly.

6. Separate the flicker motor and light assembly from the lower assembly.

7. Locate the heater thermostat mounted in the lower cover and disconnect the wiring clips and connections noting their original locations.

8. Remove the thermostat control knob to expose the mounting screws.

9. Remove the mounting screws and remove the heater thermostat control switch.

9. Properly orient the new thermostat and connect all of the wiring clips and connections.

10. Reassemble in the reverse order as above.

If the unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

TO REPLACE REMOTE CONTROL RECEIVER

1. Unplug the unit from the outlet.

2. Remove the two mounting screws from the bottom front of the heater assembly.

3. Loosen but do not remove the heater / light assembly mounting screws (4) located on the bottom sides of the wall mounted electric fireplace.

4. Slide the heater and light assembly forward to release it from the bottom of the wall mounted electric fireplace.

5. Place heater and light assembly on a flat surface and remove the six screws from the upper sides and back of the assembly.

6. Separate the flicker motor and light assembly from the lower assembly.

7. Locate the remote control receiver board mounted in the lower assembly cover and disconnect the wiring clips and connections noting their original locations.

8. Remove receiver board by cutting the 4 plastic mounting posts located on the 4 corners, flush to the board and then pulling the board off the remainder of the posts.

9. Push the remaining posts out through the heater assembly cover panel and insert the replacement posts into the same holes. (Posts are supplied with replacement board).

10. Properly orient the new board and connect all of the wiring clips and connections.

11. Reassemble in the reverse order as above.

If the unit was operating prior to servicing allow at least 10 minutes for light bulbs and heating element to cool off to avoid accidental burning of skin.

Disconnect power before attempting any maintenance or cleaning to reduce the risk of electric shock or damage to persons.

TO REPLACE THE POWER CORD

1. Unplug the unit from the outlet.

2. Remove the two mounting screws from the bottom front of the heater assembly.

3. Loosen but do not remove the four heater and light assembly mounting screws located on the bottom sides of the wall mounted electric fireplace.

4. Slide the heater and light assembly forward to release it from the bottom of the wall mounted electric fireplace.

5. Place heater and light assembly on a flat surface and remove the six screws from the upper sides and back of the assembly.

6. Separate the flicker motor and light assembly from the lower assembly.

7. Locate and disconnect the power cord wiring connections noting their original locations.

8. With needle nose pliers grasp the power cord strain relief grommet from inside the lower cover and push while twisting to remove.

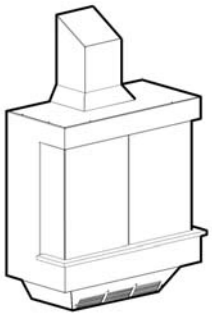
9. Pull the power cord out through the hole in the lower cover.

10. Install the new power cord through the hole in the lower cover and connect all of the wiring connections in their original locations.

11. Install the power cord retaining grommet on the power cord and insert into the hole in the lower cover.

12. Reassemble in the reverse order as above.

TROUBLE SHOOTING GUIDE



APPEARANCE

Problem	Flame frozen.
Probable Cause	Loose wiring or defective flame motor.
Solution	Check all wiring for loose connections, repair/replace as necessary. If wiring connections are suitable, replace flame motor.
Service Manual Reference	Page 9

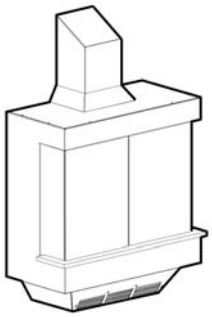
Problem	Flame not bright, flame not visible.
Probable Cause	Loose wiring or burnt light bulb(s).
Solution	Check all wiring for loose connections, repair/replace as necessary. Check upper and lower light bulb(s). Replace burnt bulbs with factory specified bulbs.
Service Manual Reference	Page 7

Problem	Flame shudder.
Probable Cause	Defective flame motor.
Solution	Replace flame motor with a new one.
Service Manual Reference	Page 9

Problem	Log set dim, ember bed not glowing.
Probable Cause	Loose wiring or burnt light bulb(s).
Solution	Check all wiring for loose connections, repair/replace as necessary. Check upper and lower light bulb(s). Replace burnt ones with factory specified bulbs.
Service Manual Reference	Page 7

Problem	Fireplace does not turn on.
Probable Cause	Defective main power on/off switch or loose wiring.
Solution	Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check the main on/off switch for proper operation. Replace switch as necessary.
Service Manual Reference	Page 8

TROUBLE SHOOTING GUIDE



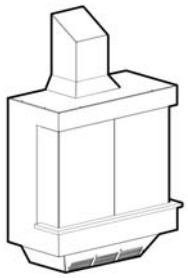
HEATER ASSEMBLY

Problem	Heating element is glowing red.
Probable Cause	Normal operation or defective heating assembly.
Solution	Small glowing sections of the element are considered normal. If larger glowing sections are causing the heater to trip the thermal cut out, unplug, discontinue use and replace the heater assembly.
Service Manual Reference	Page 11

Problem	Heater is not turning on.
Probable Cause	Defective switch or loose wiring or defective heater assembly.
Solution	Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check heater on/off switch & heater assembly for proper operation. Replace as necessary.
Service Manual Reference	Heater on/off switch Page 10 Heater assembly Page 11

Problem	Heater fan turns on but heater lacks heat.
Probable Cause	Improper operation or defective thermostat or loose wiring.
Solution	See page 3 of the service manual for heater thermostat operation. Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check heater thermostat for proper operation. Replace as necessary.
Service Manual Reference	Operation Page 3 Thermostat replacement Page 12

TROUBLE SHOOTING GUIDE



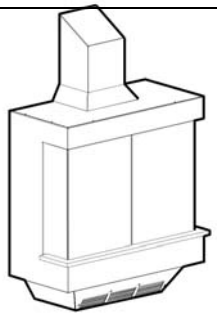
HEATER ASSEMBLY

Problem	Heater is not turning off.
Probable Cause	Defective switch or loose wiring or defective heater assembly.
Solution	Check all wiring for loose wiring connections, repair/replace as necessary. If all wiring connections are suitable check heater on/off switch & heater assembly for proper operation. Replace as necessary.
Service Manual Reference	Heater on/off switch Page 10 Heater assembly Page 11

Problem	Heater fan runs continuously.
Probable Cause	Normal operation or loose wiring or defective switch or defective heater assembly.
Solution	Normal operation is when the heater fan runs when the heater switch is in the ON position. If the heater runs when the switch is in the OFF position check all wiring for loose connections, repair/replace as necessary. If all wiring connections are suitable check heater on/off switch & heater assembly for proper operation. Replace as necessary.
Service Manual Reference	Operation Page 3 Heater on/off switch Page 10 Heater assembly Page 11

Problem	Heater emits an odor.
Probable Cause	Normal operation or loose wiring or defective heater assembly.
Solution	Normal operation is when the heater emits an odor for a brief period after the heater is turned on. The heater is burning off any dust accumulated during manufacturing or operation. If the heater emits an odor for an extended period of time check all wiring for loose connections. If all wiring connections are suitable check heater assembly for proper operation. Replace as necessary
Service Manual Reference	Heater assembly Page 11, Operation Page 3

TROUBLE SHOOTING GUIDE

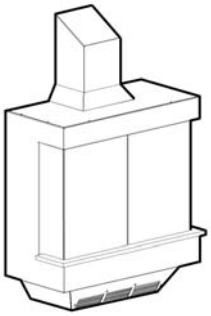


NOISE

Problem	Excessive noise with the heater on.
Probable Cause	Excessively dirty blower or defective heater assembly.
Solution	Remove the heater assembly cover and clean the dust out of the blower, if noise persists replace heater assembly or see below.
Service Manual Reference	Page 11

Problem	Grinding or excessive noise with the heater off.
Probable Cause	Defective flame motor.
Solution	Replace flame motor with a new one.
Service Manual Reference	Page 9

TROUBLE SHOOTING GUIDE



GENERAL

Problem	Circuit breaker trips or fuse blows when the unit is turned on.
Probable Cause	Improper circuit current rating.
Solution	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug the unit into another outlet or install on a dedicated circuit with a 15 amp rating. If the unit continues to trip circuit breakers or blow fuses check all wiring for loose connections, repair/replace as necessary.
Service Manual Reference	Page 3

Problem	Plug or power cord gets warm.
Probable Cause	Normal operation or defective cord.
Solution	Under normal operation with the heater on, the plug or cord may get slightly warm to the touch. If the plug or cord gets too hot to touch, turn the unit off and plug it into another outlet. If the problem persists replace the cord assembly.
Service Manual Reference	Page 13

Problem	Lights dim in room while the unit is in operation.
Probable Cause	Unit is drawing close to circuit current rating.
Solution	Move the unit to another outlet or install on a dedicated circuit with a 15amp rating.
Service Manual Reference	Page 3

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